

Committee and Others in Attendance:

Rebecca Wheat, Advocate BroMenn
Martin Glaze, Connect Transit
Doretta Herr, Faith in Action
Holly Phillips, Homes of Hope

Shannon Tarkowski, LIFE-CIL
Henry Dick, SHOW BUS
Jennifer Sicks, MCRPC

The session was called to order at 2:01 p.m.

Ms. Sicks advised that no requests for public comment were received.

Ms. Wheat offered a motion to approve the minutes of the October 12, 2017 meeting, and was seconded by Ms. Herr. The minutes were approved without objection.

Mr. Glaze offered a motion to approve the minutes of the February 14, 2018 meeting, and was seconded by Ms. Tarkowski. The minutes were approved without objection.

ITEMS FOR ACTION

None.

ITEMS FOR DISCUSSION

Consolidated Vehicle Purchase program interest

The Committee discussed the CVP application announcement, and procedures regarding application filings while the previous year's awards have not been announced. The Committee will meet in May to review applications and recommend action by the Transportation Technical Committee.

URBAN AREA PROVIDER PROGRAM STATUS

YWCA

Ms. Hightower was unable to attend.

Connect Transit

Mr. Glaze noted that the Board will consider a proposed "no-show" policy for Mobility service, to deal with the small number of users who repeatedly fail to advise a change in schedule to Connect. He advised that out of 70,000 Mobility reservations in 2017, there

were 4,000 no-shows, and also noted that most of these missed reservations were due to 33 riders who defaulted on reservations multiple times. Five missed reservations within a 30-day period would trigger a review of the rider's history; if the missed reservations comprise 5% or more of the rider's reservations for the 30-day period, a warning for the first occurrence would be given. The defined level of missed reservations in a subsequent month would result in a 5-day suspension from Mobility service, increasing with later infractions. He further noted that the policy is consistent with FTA guidance, and has been discussed with the Connect Transit Advisory Committee.

The Committee discussed the policy provisions; Mr. Glaze noted that the intent is to reduce the number of no-shows, which in turn would reduce overall trip times for the Mobility service. Ms. Tarkowski noted that a formal policy is required for ADA compliance. There will be an appeal process. Mr. Glaze advised that CT had reviewed other transit systems' approach to this problem in formulating the policy proposal.

Mr. Glaze advised that fixed route service later in the evening is cost-prohibitive across the full system; CT is looking for strategic cuts and planning public engagement on the topic. Later service might be possible on high-performing routes, with some riders using \$4 late night trips instead of fixed route service.

Mr. Glaze noted that CT is waiting for decisions on a city funding cut of \$200,000, which could trigger an overall budget reduction of \$.5 million, possibly eliminating an entire route. The short-term plan for stop improvements such as concrete pads, benches and shelters will require \$100,000 per year. Mr. Glaze also advised that:

- Zagster has had discussions with CT and the Town regarding first/last mile solutions
- New buses are on site, and 2004 and 2005 vehicles will be retired over the coming weeks
- Ten new buses are still needed, at a cost of \$580,000 per bus.

Marcfirst

Marcfirst staff were unable to attend.

Advocate BroMenn Adult Day Services

Ms. Wheat noted that the service contract with SHOW BUS has been renewed for the coming year; Adult Day Services is very pleased with the service. The Illinois Department on Aging has two temporary ramps. ECIAAA has been talking to providers, noting the incidence of patient discharge trip needs. Ms. Herr mentioned a pilot study on chronic

disease management for which patients are needed, with the intent of facilitating return visits to health care providers – Ms. Wheat will identify the proper contact at Advocate for Ms. Herr. Ms. Wheat inquired as to the pilot parameters and funding, and noted she will speak with possible contacts and suggested Susan Real at ECIAAA. Mr. Herr advised that the pilot is aimed at non-emergency services for people with chronic disease.

Faith in Action

Ms. Herr noted that Faith in Action is doing well with volunteers. In 2017, there were 11,627 trips provided for 642 care receivers. In addition to volunteer drivers, Faith in Action could also use volunteers for office work and taking phone calls. The strategic plan is to move into rural areas.

Homes of Hope

Ms. Phillips noted that the Homes of Hope houses are at full capacity, and vehicles are needed. One vehicle qualifies for replacement, and Ms. Phillips plans a CVP application for one or more vehicles in this round. She advised that clients may need to be taken to Rockford for dental care; Ms. Herr suggested contacts in Champaign and Bloomington-Normal regarding dental care, including a mobile dental clinic, and noted that some volunteers could do longer trips if their mileage was reimbursed.

LIFE-CIL

Ms. Tarkowski noted she is up to “N” in the backlog file for Mobility eligibility determination. She is working on an upcoming newsletter.

SHOW BUS

Mr. Dick noted that SHOW BUS attended Logisticare training, for Illini Care/Blue Cross. FY 2019 operating applications are in progress. On July 1st, SHOW BUS will begin an intercity route from Bloomington-Normal to Pontiac via I-55, using Uptown Station. The route will operate Monday through Friday between 5:15 a.m. and 6:15 p.m., with five round trips per day. It will use one bus, two drivers and service to Chenoa, Lexington and Towanda. Mr. Glaze noted that he will work with SHOW BUS regarding timing at Uptown Station to facilitate feeder service for the intercity route.

Mr. Dick further noted that service is now underway in Logan and Mason counties, with the expectation of expanded service available in the two counties. SHOW BUS is currently working with people in Lincoln and elsewhere in Logan County.

NEXT MEETING

The Committee is scheduled to meet on April 11, 2018, at the offices of LIFE-CIL in Bloomington, at 2:00 p.m.

The meeting adjourned at 3:15 p.m.



Jennifer Sicks
Land Use/Transportation Planner
McLean County Regional Planning Commission